

Customer Scorecard



Ireland Army Community Hospital is evaluated in a survey mailed to you within two weeks of your appointment. Any grade except “very good” or “excellent” means we have failed to meet your needs. Please take a moment to rate the services you received today.

1. Overall, how satisfied do you feel about your visit with your provider today?

Poor Fair Good Very Good Excellent

2. How would you rate the amount of time you waited at the clinic to see the healthcare provider?

Poor Fair Good Very Good Excellent

3. Please rate the courtesy and helpfulness of our staff during this visit.

Poor Fair Good Very Good Excellent

If you can not give us a “very good” or “excellent” rating, please let us know and allow us to address your concerns before you depart the hospital .



“Because We Care”

Clinic ID Number:

Date:

IACH Customer
Scorecard (continued)



The Fort Knox Army Medical Activity Mission

“Provide quality care and customer service while promoting a trained, healthy and ready force.”

COL Steven E. Braverman, MC
Fort Knox MEDDAC Commander

Comments

Name (optional) _____

Phone number (optional) _____

Need further assistance?

Ask to see the clinic OIC or NCOIC.